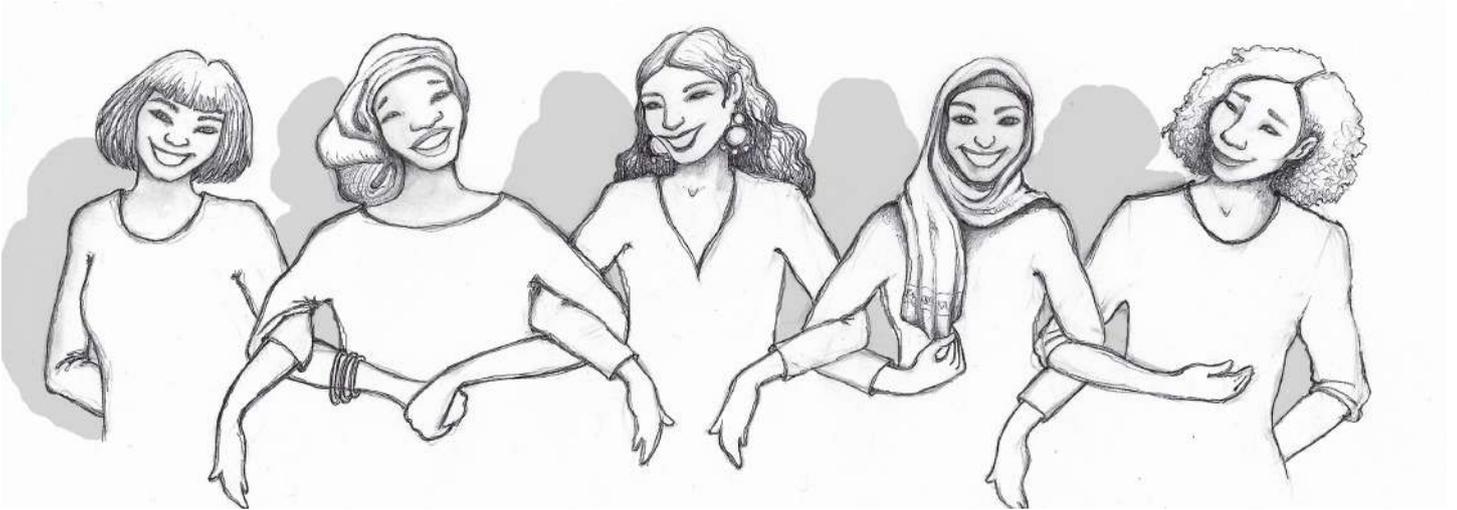


starting below zero



a guide by and for refugee women

The brochure is also available in Arabic, Farsi, Kurmanci, Albanian and German
and as PDF at www.trixiewiz.de

Introduction

“[...] in this place you need to connect with other people in order to be safe. If you stay alone, especially as a woman, it can become very isolated and even dangerous.”

Statements like the one above from refugee women who live or lived in camps for asylum seekers are the reason for the following brochure. Within the brochure we will use quotations from women who lived in refugee camps and in which they describe their experiences with the German asylum system. There are innumerable problems and difficulties that stem from the German asylum system. Fortunately you are not alone. In many cases, there are possibilities to get help and to improve your situation. The brochure aims to offer possible solutions to common problems and wants to support you in dealing with situations that are often difficult.

This brochure is aimed at you, living in a refugee camp and it contains a lot of practical information. It is also aimed at people who support you. In the following pages you will find quotes, explanations, lists of addresses of useful organizations, as well as empowering phrases and illustrations. The lists of addresses do not by far cover all the many initiatives and organizations that offer support and counseling, but we tried to give an overview. The main topics covered in this brochure are health and care, legal counseling (also regarding discrimination) and information on topics that are specific to women.

This brochure is also available in Arabic, Farsi, Kurmanci and Albanian and German.

Structure of the brochure

- On legal situation, health insurance and co-payments
- doctors list
- Asylum counseling specifically for women
- Violence and Psychological Care
- Child custody, maintenance and divorce
- Women's health issues and pregnancy
- Chronic diseases and special vulnerability

Access to medical care and health insurance

Unlike German institutions like LAF, BAMF, the Ausländerinnenbehörde, the Jobcenter or the Police, doctors are bound by doctor-patient confidentiality. This means that they are not allowed to inform others that someone is here in Germany illegally or that their residency permit has expired. They are also not allowed to pass on information about the patient's health or their condition - not even to the family of the patient - without the patient's consent.

If you are feeling very bad, you can call an ambulance or tell social workers, the security staff or anyone else to call an ambulance for you. If you feel that you need immediate medical help, they must call an ambulance and cannot decide whether it is an emergency or not.

During the asylum-process you will receive an electronic health insurance card. If you are granted asylum or another form of residence visa, the card is extended. It is possible to choose the health insurance provider (e.g. Techniker Krankenkasse or AOK). The electronic health insurance card allows you to consult any doctor that treats people with a public health insurance (Kassenärzte). Inform yourself if a doctor accepts public health insurance or if it is a private praxis. If you go to private practices you will have to pay for the consultations. Your public health insurance covers the following medical services:

- acute pain and illness (emergencies)
- pregnancy, childbirth and childcare
- vaccines
- medically necessary preventive screenings
- chronic illness
- medicines and medical supplies prescribed by a doctor

Other medical services and medicine can cost money. You can always ask the doctor which services are for free and how you can get a refund for some of the additional payments you may have had to make.

Persons without valid visas can only get emergency treatment at most doctors and hospitals. The following organizations offer treatment for people without valid visas or without health-insurance. They also give advice on additional payments and on how to pay for expensive medicine.

who?	what?	contact	languages
Büro für medizinische Flüchtlingshilfe Berlin (Medibüro)	<p>The Medibüro does not offer medical care, but it will arrange anonymous and free medical treatment by qualified medical professionals for migrants without valid visas and /or without health insurance. Patients have to go to the office of Medibüro in Berlin Kreuzberg in person.</p>	<p>Office hours: Monday and Thursday 15.30-18.30</p> <p>Gneisenaustr. 2a 10961, Berlin</p> <p>Phone: 030 6946746</p> <p>info@medibuero.de https://medibuero.de/</p>	<p>German, English, French, Spanish</p>
Malteser Migranten Medizin	<p>People seeking help receive support with medical questions and, in case of sickness, are treated. A doctor attends people seeking help on three days a week. She cooperates with doctors in Berlin, who provide their services for free to people who don't have health insurance.</p>	<p>Aachener Str. 12 10713 Berlin</p> <p>Office hours: Tuesday, Wednesday and Friday 9.00-15.00</p> <p>Phone: 030 82722600</p> <p>MMMedizin@aol.com</p> <p>https://www.malteser.de/menschen-ohne-krankenversicherung.html</p>	<p>English, Spanish, French, Portuguese</p>

<p>open.med Berlin in Kooperation mit Medizin Hilft e.V. und Ärzte der Welt e.V.</p>	<p>Open med Berlin treats and advises people who have very limited or no access to public health insurance (e.g. people without valid visas) Open med Berlin offers consultations for children, general medicine, counselling on vaccinations as well as psychiatric and dermatological consultations. They also offer social counselling on questions like access to public health insurance, medical benefits accommodation and social services.</p>	<p>open.med Berlin Teltower Damm 8a 14169 Berlin Phone: +49 176 6315 2094 open.med@medizin-hilft.org https://medizin-hilft.org/ general consultation for adults Thursdays 15.00 –17.00 Consultation for children Tuesdays 15.00-17.00</p>	<p>Translation can be arranged</p>
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Co-payments

All medicines prescribed by a doctor are for free for children under the age of 18. The same rule applies to unaccompanied minors. Adults often have to co-pay their medicine or medical aids (like wheelchairs or glasses) or certain treatments. These co-payments usually amount to 5-10€. You can receive a refund of your co-payments from your health insurance if you had to pay more than 100€ per year (50€ for chronically ill patients). In order to receive this refund it is very important that you have your name written on all the receipts and that you keep them to hand in to your health insurance company. All medicine that is bought without prescription has to be paid in full.

Information about the health-system

General practitioners (Hausärzte) are the first doctors you should see, if you feel sick and it is not an emergency. They provide first examinations and treatments and can refer you to specialists (like orthopedists etc.). You can go directly to dentists or gynaecologists, but for other specialized doctors it is best to get a referral (Überweisungsschein) from your general practitioner.

At night, or when you are too sick to go to a doctor, you can call the “Kassenärztlichen Bereitschaftsdienst”. If you call the number 116 117 you can contact doctors who might come to treat you at your home free of charge if you have public health insurance.

In emergencies you can call an ambulance: dial 112.

It can be helpful to exchange information about doctors that speak your languages or other medical services with other people living in your camp, friends or relatives. It is usually a good idea to take someone you trust with you to see a doctor in order to be able to cope better with language barriers or misunderstandings.

“Before I go to see a doctor I prepare myself and check the internet. I decide what I want to say and write it down.”

In Berlin, there are a few doctors who speak different languages like Arabic, Farsi etc. They often also know other doctors that speak your language and can refer you to them. It is always possible to take a translator or a

person you trust to your medical appointments. Your camp management can ask for translators to accompany you from the Gemeindedolmetschdienst. This service usually costs money, but the camp administration can call them for you and get the costs covered.

who?	what?	contact	Languages
Gemeindedolmetschdienst Berlin	The Gemeindedolmetschdienst is a project by Gesundheit Berlin-Brandenburg e.V., Arbeitsgemeinschaft für Gesundheitsförderung. Trained interpreters can be called by institutions like hospitals, refugee camps or public administration for a fee.	Friedrichstr. 231 10969, Berlin Phone: 030 - 44 31 90 90 E-Mail: info@gemeindedolmetschdienst-erlin.de Office hours: 09.00-16.00	Offers more than 50 languages and dialects. Languages that are not official state languages can be also translated.



List of doctors

Arabic:

what?	who?	contact	Languages
General practitioner	Abassy-Ahmadi, Fariha, Dr	Gersdorfstr. 54, 12105 Berlin Phone: 030 706 49 77 Email: mail@hausarztpraxis-gersdorfstr.de	Arabic
General practitioner	Majeed, Sahar Abdul	Grolmanstr. 51 (Savignyplatz), 10623 Berlin S 7 Savignyplatz Bus X10 U Uhlandstr. Bus 101 Kantstr./Leibnizstr. Phone:030 - 312 36 30 E-Mail: morguet-majeed@berlin.de	Arabic
Gynecologist	Samman, Futam	Herrmannstr. 158 12051, Berlin Phone: 030 6251007	Arabic

Gynecologist Fertility clinic	Awwadeh, Hanadi, Dr. med	Leipziger Platz 7 10117, Berlin Phone: 030 200 895 00	Arabic
Pediatrician	Maarouf, Majd, Dipl.-Med.	Oranienstr. 158 10968, Berlin Phone: 030 614 16 19	Arabic, English
Pediatrician	Ayade, Sana, Dr. med.	Neckerstr. 7 12053, Berlin Phone: 030 7852336	Arabic English
dentist	Alkhodor, Youssef	10997, Oranienstr. 16 Phone: 030 615 22 22	Arabic
dentist	Hajo, Gohdarz Hajo, Cheirko	Emser Str. 26 12051, Berlin Phone: 030 628 458 59	Arabic Kurdish Turkish Bulgarian

Farsi

Gynaecologist and midwifery	Dr.med. Sepideh Abhari	Arztpraxis im Ärztehaus Brunnenstraße 160 10115 Berlin Phone.030/473726900 info@abhari-praxis.de www.abhari-praxis.de	Farsi
Pediatrician	Dr.Seyyedi	Weimarische Str. 27 10715 Berlin Phone: 030/8533630 info@kinderarztpraxis-seyyedi.de	Farsi
General Practitioner	Dr.med. Nazanin Bakhtari	Stuttgarter Platz 1 10627 Berlin Phone: 030 3236125 info@drbakhtari.de	Farsi
Dentist	Mandana Parsianfar	Kottbusser Damm 76 10967 Berlin Phone : 030/74073486	Farsi

Albanian

Pediatrician and General Practitioner	Dr. med. Alexandra van der Brock	Kottbusser Damm 64 10967 Berlin Phone: 030/ 616752820 kontakt@kinderarzt-hermannplatz.de	Albanian
Dentist	docdens Tempelhof	Ärztzentrum Tempelhofer Hafen Tempelhofer Damm 227 12099 Berlin Phone: 030 319 80 55 20 tempelhof@docdens.de	Albanian
Gynaecologist	Dr. med. Christine Raskovic	Müllerstr. 139 13353 Berlin Phone. 030 4537041 Mobil: 01773866136 praxis@christine-raskovic.de	Albanian

Kurdish

General Practitioner	Dr. Saeed	Hermannstraße 52 12049 Berlin Phone 030/621 30 07 info@hausarzt-praxis-neukoelln.de	Kurdish
Dentist	Hajo, Gohdarz Hajo, Cheirko	12051, Emser Str. 26 Phone: 030 628 458 59	Arabic Kurdish Turkish Bulgarian
Gynaecologist and Midwifery	Dr. med. Gülistan Saribas	Karl-Marx Str. 27 12043 Berlin Phone: 030 54715862 praxis@frauenaerzte-im-netz.de	Kurdish
Gynaecologist and Midwifery	Dr. Jamila Majoul	Hohenzollerndamm 187 10713 Berlin Phone: 030 6935050 dr.jamila-majol@hotmail.de	Kurdish
Pediatrician	M.D. Shadwan Masri Zada	Karl-Marx-Straße 132 12043 Berlin Phone: 030 6233292	Kurdish

Violence and psychological care

"[...]This son, he is known because he has shot and killed his mother[...], not his biological mother. And he[...] wanted to marry my daughter, and of course we did not want that. But they were an important and big family and everyone said: if he wants to do this, he will do it... And [if we had said no] he would have told the entire neighborhood that our little daughter does sexwork, and then the other men would kill her. This is why we came from Afghanistan. Do you think this is not enough? Not enough reason to stay here as refugees?"

The uncertainty that results from the asylum process and the enforced passivity can lead to psychological stress, sleeplessness, despair and homesickness. The need to continuously describe the reasons for the flight as well as possible conflicts within the refugee camps can bring back memories of traumatic experiences. The prolonged waiting times cause stress and anxiety and sometimes can even lead to sickness or injuries. If you feel that you cannot handle the situation or if you simply feel that you have to talk to someone about your experiences, there are various counselling offers.

"If you feel like you don't have any strength left, try to remember a sentence that someone told you or a situation that empowered you or made you feel strong."



<p>Berliner Krisendienst</p>	<p>Berliner Krisendienst offers help and counselling, especially in the evenings, at night and on weekends. The counselling is anonymous and for free.</p>	<p>Krausnickstr. 12a, 10115, Berlin</p> <p>Office hours: 16.00-24.00</p> <p>Counselling via telephone 24 hours a day, everyday Phone 030 390 63 – 10</p> <p>https://www.berliner-krisendienst.de/</p>	<p>Counselling in English is possible, conversations in other languages can be arranged through translators of the Gemeindefremdsprachendienst</p>
<p>psychiatrische Clearingstelle der Charité in der Turmstraße</p>	<p>Patients will be treated by a multilingual team of psychiatrists specialized on adults as well as on children. The team is skilled in transcultural psychiatry. This offer is for refugees who suffer from typical syndromes resulting from stress or traumatic experiences like sleeplessness, anxiety, aggression, social withdrawal, restlessness, or, for children, bedwetting.</p>	<p>On the premises of the LAGeSo in Turmstraße 21, Haus M, 1. OG, 10559 Berlin</p> <p>Monday-Friday 10.00-18.30</p> <p>Please register previously at (030) 3976 3025</p> <p>Email: clearingstelle@charite.de</p>	<p>Translators in different languages can be organized</p>

<p>XENION Psychosoziale Hilfen für politisch Verfolgte e.V. Therapie und Beratung</p>	<p>Xenion offers amongst other things:</p> <ul style="list-style-type: none"> • therapeutic treatment of people with trauma and victims of human rights abuse • social counselling and support in the asylum process • arrangement of guardianships for unaccompanied minors • certification of special vulnerability (besondere Schutzbedürftigkeit) • crisis-intervention short- or long-term therapy, • family therapy • therapy for children and adolescents • psychological reports • group therapy 	<p>Paulsenstr. 55-56 12163 Berlin-Steglitz</p> <p>Office hours (per phone): Monday-Thursday 10:00-12:00</p> <p>Phone: 030 323 293 3</p> <p>E-Mail: info@xenion.org</p>	<p>Qualified translators can be organized</p>
<p>Ipsos Care Center Berlin IPSO -International Psychosocial Organisation gGmbH</p>	<p>Ipsos offers:</p> <ul style="list-style-type: none"> • psychosocial counselling in various counselling services and refugee camps • psychosocial counselling online https://ipso-care.com/home-14.html • bilingual therapists and social workers 	<p>Hohenstaufenstr. 31, 10779 Berlin</p> <p>telephone consultation Monday-Friday 9.00 -17.00 in English, German, Arabic</p> <p>Phone: 030 55 077 203 missmahl.i@web.de deazoulay@t-online.de</p>	<p>Arabic, Italian, Turkish Burmese Kurmanci, Dari Malinke English Russian, Farsi Serbian, French Somali, Fula / Pular, Susu</p>

<p>Behandlungszentrum für Folteropfer</p>	<p>Offers for people traumatized by experiences of war or torture:</p> <ul style="list-style-type: none"> • psychotherapeutical treatment • different specializations for adults, children and teenagers with trauma-reactive illnesses and refugee status, migrants over 18 that suffer from trauma resulting from persecution/ torture/ sexual violence and who need gender-specific care • day clinic for people with consecutive psychiatric conditions whose therapy is impeded by a lack of German or problems with immigration laws 	<p>Turmstraße 21, GSZM Haus H und Haus K 10559 Berlin</p> <p>Telephone consultation Wednesdays 11.00-12.00 Phone:030 303906-0</p> <p>Telephone consultation for children and teenagers Mondays and Wednesdays 12.00-13.00 Phone: (030) 30 39 06 -11</p>	<p>Translators for many languages can be organized</p>
<p>Psychiatrische Institutsambulanz Psychiatrische Universitätsklinik der Charité Campus Mitte</p>	<ul style="list-style-type: none"> • special office hours for refugees and people claiming asylum • diagnosis and individual treatments • information for patients and their relatives • group therapy I+II, • multicultural interest and activity group, • close social-pedagogical 	<p>St. Hedwig Krankenhaus, Große Hamburger Str. 5-11, 10115 Berlin</p> <p>Office hours:</p> <p>Monday, Tuesday, Thursday: 14.00 – 16.00</p>	<p>Translators for many languages can be organized</p>

	<p>supervision</p> <ul style="list-style-type: none"> • non-verbal therapy without translators, • social counseling group • games, fun and social competence-building • ergotherapeutic offers 	<p>Wednesday, Friday: 13.00 – 14.30</p> <p>Registration: + 49 30 2311 2120</p> <p>or at a.fehrmann@alexianer.de</p> <p>with the following information : Initials of your name, country of origin and languages</p>	
<p>Zentrum Überleben -Abteilung: Flüchtlingshilfe und Migrationsdienste</p>	<ul style="list-style-type: none"> • procedural counselling during the asylum process • social counselling on bureaucratic matters • psychological counselling, diagnosis and statements • psychotherapeutic help and crisis intervention 	<p>Turmstraße 21 10559 Berlin</p> <p>Mondays-Thursdays 09.00-17.00 Fridays 09.00-15.00</p> <p>Phone: (030) 30 39 06- 0</p> <p>mail@ueberleben.org</p>	<p>Farsi, Russian, Arabic</p>

Safety



Where are my limits?

Everyone has their personal limits. They can be very different from person to person. All personal limits must be respected, even if they are different from your own. These limits are often tested. Where your personal limits are, is your decision. All transgressions of your personal limits are violence.

“Showering at night is not safe. So many young men without supervision, who think that nothing can happen to them because they are free in a new country. How can I protect myself here?”

Violence can come in many forms. Basically there is **physical violence**, **psychological violence** and **institutional or structural violence**.

Physical violence can be pulling your hair, hitting you, pushing, kicking or other actions. Physical violence can

take many forms. From small scratches and bruises to broken bones. All of these injuries are consequences of physical violence. A special type of physical violence is sexualized violence. Sexualized violence is any type of sexual advance that is against your will.

“I know some people from my country, who said that there were so many, how do you say, rapes. But you don’t show it. You don’t say anything because it is shameful.” (Verena from Albania)

Psychological violence can be insults, threats, screaming, making you afraid, lying, exerting control over you and other things. Psychological violence happens through words, but is still a type of violence.

“Women don’t go outside on their own very often. This is because they worry about their safety and especially their husbands, brothers and fathers don’t really want that they go outside. They say that bad things might happen: drunk men could try to kiss them, or worse.”

Institutional or structural violence is violence on different levels of society, for example in your daily life, looking for an apartment, in your work or education, in legal issues etc. Structural violence is based on fundamental aspects of a person like religion, gender etc. Institutional violence is also sometimes called discrimination. You can find more information on this topic in the chapter “discrimination”.

“Once a woman came home late and was pushed into a room by some men. When the security staff intervened, they told the woman that she should not say anything to the camp administration in order to prevent trouble.”

If someone commits violence against you, no matter who does it, or what shape it takes, there are possibilities to get help, without other people in your surroundings knowing about it. Many counselling organizations offer their services for free and anonymously. They can give you guidance and show you different possibilities to protect yourself and your children from violence.

Counselling in cases of violence against women

who?	what?	contact	languages
BIG Hotline	<p>BIG Hotline in cases of domestic violence against women. This hotline is an offer of support for all women and their children who suffer from violence in their relationships, who are subject to threats from their ex-partners or that were exposed to sexual or physical assaults.</p> <p>BIG offers :</p> <ul style="list-style-type: none"> • information regarding legal possibilities and possibilities of police involvement • information regarding further counselling and support possibilities information regarding safe houses for women as well as helping you get in contact with these organizations • psychosocial crisis-intervention regardless where violence happens, this hotline offers psychological, medical and legal counselling. 	<p>Monday-Sunday: 8:00- 24:00</p> <p>Phone: 611 03 00</p> <p>info@big-hotline.de www.big-hotline.de</p>	<p>Skilled translators can be organized within 30 minutes</p>

<p>Papatya-anonyme Kriseneinrichtung für Mädchen und junge Frauen mit Migrationshintergrund</p>	<p>Crisis-organization that offers protection and help to girls and young women, who want to escape from their homes and fear that their families might threaten and persecute them</p> <p>Papatya can help you if:</p> <ul style="list-style-type: none"> • you are threatened by forced marriage or were already married against your will • you are pregnant and nobody should know • your family does not accept your sexual orientation • you were subjected to abuse or sexual and/or physical violence 	<p>You can contact Papatya through:</p> <p>Jugendnotdienst Mindener Straße 14 10589 Berlin-Charlottenburg Phone: (0)30 - 61 00 62</p> <p>or</p> <p>Mädchennotdienst Phone: (0)30 - 61 00 63</p> <p>beratung@papatya.org</p>	<p>German, English, Turkish, Kurdish</p>
<p>LARA - Fachstelle gegen sexualisierte Gewalt an Frauen*</p>	<p>LARA offers help without bureaucratic barriers for women older than 14 years, who have suffered rape, sexual abuse or sexual harassment</p> <p>LARA offers :</p> <ul style="list-style-type: none"> • counselling on the phone or in person 	<p>Fuggerstraße 19 10777 Berlin - Schöneberg 3. OG</p> <p>Monday - Friday 9.00 – 18.00 Uhr</p>	<p>German, English, Farsi, Arabic, Turkish, Polish, Russian,</p>

	<ul style="list-style-type: none"> • support in crisis situations • short-term therapy • psychosocial support during legal processes • legal counselling from lawyers • Support in the search for appropriate psychotherapists • Information and counselling for relatives and other related people 	<p>Phone: 030 216 88 88</p> <p>beratung@lara-berlin.de</p>	<p>Spanish, French</p>
<p>Interkulturelle Initiative e. V.</p>	<p>The public counselling office of Interkulturelle Initiative e.V. offers personal and legal counselling. Please call to arrange an appointment. Here you can also contact safe-houses for women. Interkulturelle Initiative offers:</p> <ul style="list-style-type: none"> • Counselling for abused women and their children • Counselling for relatives • Legal counselling for free • Support and translation 	<p>Teltower Damm 4 14169 Berlin</p> <p>Office hours: Monday -Thursday: 10.00 - 16.00 Friday: 09.00 - 18.00</p> <p>Phone: 030 - 80 19 59 80 beratung@interkulturelle-initiative.de</p> <p>www.interkulturelles-frauenhaus.de</p>	<p>Translators can be arranged</p>

<p>Frauenberatung Bora e.V.</p>	<p>Bora e.V. offers:</p> <ul style="list-style-type: none"> • Counselling on domestic violence over the phone or in person • Support with financial problems and in dealing with bureaucracy • Information on legal action and possibilities of police involvement • Offers for groups and different counselling offers 	<p>Albertinenstr. 1 13086 Berlin</p> <p>Phone:030 - 927 47 07</p> <p>beratungsstelle@frauenprojekte-bora.de</p>	<p>English, Polish, Vietnamese</p>
<p>Gewaltschutz-ambulanz Charité Berlin</p>	<p>The Gewaltschutzambulanz offers forensic examination and documentation without involving the police.</p> <p>They produce forensic documentation for free that might be necessary in case you decide to sue at a later point. Everything happens only with your approval and the Gewaltschutzambulanz is bound by patient-doctor confidentiality even towards the police and courts of justice.</p>	<p>Birkenstr. 62, 10559 Berlin, Linker Entrance Haus N</p> <p>Monday – Friday 8:30 am – 3:00 pm</p> <p>Please ask for an appointment : Phone: +49 30 450 570 270</p> <p>gewaltschutz-ambulanz@charite.de</p>	<p>Arabic, Turkish, Russian, English, Italian, Polish</p>

<p>FrauenRechtsBüro gegen sexuelle Folter e.V. Cinsel Iskenceye Karsi Kadin Hukuk Bürosu</p>	<ul style="list-style-type: none"> • Help for women who were sexually abused by security personnel in Turkey • Support in filing legal complaints against state actors • Start of processes at the European Court for Human Rights • Support in all questions regarding the Asylum process preparation for the Interview • Support in acquiring experienced legal support • Supply of documents regarding the situation of women in Turkey and the Kurdish territories • Contact to qualified therapists for treatment of the physical and psychological consequences of torture , including the supply of medical documentations • Contact to trust-worthy translators • Counselling and support in dealing with bureaucracy and accommodation • Support regarding language classes, education and training • Open women's group for Turkish and Kurdish women 	<p>Colbestr. 19 10247 Berlin</p> <p>Please call to arrange appointments for counselling</p> <p>Office hours Mondays 14.00-16.00</p> <p>Phone : 0173 / 9132339</p> <p>Email: info@womensrightsproject.de</p>	<p>German, Turkish</p>
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<p>HÎNBÛN- Bildungs- und Beratungszentrum für Frauen und ihre Familien</p>	<p>HÎNBÛN is an international organization, open for all women and their relatives They offer among other things:</p> <ul style="list-style-type: none"> • Support in dealing with bureaucracy • Information regarding social support and social services • Support in formal applications and appeal procedures • Support with regard to unemployment and possibilities for education • Counselling on personal problems and problems of your daily life • Counselling on nutrition and disease prevention • Information about the German health system • Counselling in conflict situations e.g. in case of separation or domestic violence • Leisure activities 	<p>Brunsbütteler Damm 17 13581 Berlin</p> <p>Phone: 0049-30-336 66 62</p> <p>Email: info@hinbun.de</p>	<p>German, Kurdish, Arabic, Turkish, English, French and Portuguese</p>
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Counselling in cases of violence against children

Beratungsstellen bei Gewalt an Kindern

These organizations offer anonymous counselling if you are worried that your children, or any other children suffer from violence or abuse. You don't have to be afraid that your children might be taken away from you. These organizations want to support you in dealing with the situation and in protecting the affected children. These hotlines can organize translation within 10-30 minutes. You just have to tell them the language you speak when you call.

Emergency service for children: 61 00 61 · Gitschiner Str. 49 · 10969 Berlin

Emergency service for teenagers: 61 00 62 · Mindener Str. 14 · 10589 Berlin

Emergency service for girls: 61 00 63 · Mindener Str. 14 · 10589 Berlin

Hotline for child protection: 61 00 66 · Gitschiner Str. 49 · 10969 Berlin

Competence center for child protection: 61 00 69 56 · Mindener Str. 14 · 10589 Berlin

LKS Network early help (for babies and toddlers): 61 00 69 00 · Mindener Str. 14 · 10589 Berlin

Legal Counselling on Asylum specially for women and counselling for special vulnerability

Questions regarding the asylum process can be very troubling and can make you feel insecure or bound. As women you often have different, or gender-specific reasons for your flight, that you can validate. It is very helpful to ask organizations for advice that are specialized in women, as they can treat your problems competently and with sensibility.

who?	what?	contact	Languages
KuB Beratung für geflüchtete Frauen	<p>The counselling offers for women at KuB are specialized on refugee women, women with uncertain visa situations and women without visa.</p> <p>KuB advises women who need special protection. Furthermore, they help you find solutions and can accompany you to doctors, lawyer etc.</p> <p>They give advice on :</p> <ul style="list-style-type: none"> • Questions regarding visa, asylum and social security • Psychological and social problems 	<p>Oranienstr. 159 10969 Berlin</p> <p>Phone: 030 / 614 94 00</p> <p>kontakt@kub-berlin.org</p>	<p>Translators can be organized</p>
Flamingo e.V.-Netzwerk für geflüchtete Frauen* und Kinder	<p>The project is directed at single refugee women* from all countries and their children, regardless of the time of arrival in Germany and their visa status</p> <p>Flamingo offers among other things:</p> <ul style="list-style-type: none"> • Social counselling on visa and the asylum process from an expert with experiences in flight and migration • Support during visits to official institutions (e.g. BAMF) • A coherent and extensive individual 	<p>Stuttgarter Str. 60 12059 Berlin</p> <p>Phone: 030 470 520 95</p> <p>https://www.flamingo-berlin.org/beratung/</p>	<p>Counsellin in German, English and Farsi, Translators can be organized for other languages.</p> <p>If requested , they can organize guides for blind persons and sign language interpreters.</p>

	<p>supervision that includes the children.</p> <ul style="list-style-type: none"> • Political activism and self-organisation • If needed: contact to other counselling organizations, lawyers, doctors and psychotherapists 		
SOLWODI	<ul style="list-style-type: none"> • Psychosocial counselling for victims of forced prostitution, and human trafficking, forced marriage and/or violence in marriage and partnership • Counselling on questions regarding visa and legal problems (e.g. child custody) for free 	<p>Kranoldstr. 24 D-12051 Berlin</p> <p>Phone:(030) 81 00 11 70</p> <p>berlin@solwodi.de www.solwodi-berlin.de</p>	<p>German, English, French, Kisuaheli, Italian</p>

Custody and divorce

Parents have the obligation to take care of their underage children. Whether both parents or just one of them have legal custody, is regulated in Germany. If the parents are married at the time when the child is born, both parents automatically have legal custody. If the parents are not married, the mother first gets exclusive custody-rights. It is not necessary to get married for both parents to get custody-rights. The paternity can be officially registered at the Jugendamt, the official registry (Standesamt) the district court or a notary. At the Jugendamt the registration is for free, while a court or a notary may charge around 30€. Without the consent of the mother the custody cannot be split. A divorce or a separation does not necessarily change the custody situation. Nonetheless, it is possible to apply for sole custody. The parent that gets stripped of the custody, will receive the so-called Umgangsrecht, which allows him or her to regularly visit the children. This right can be restricted through a ruling from the Jugendamt or the family-court, if the safety of the child or children is endangered by the parent without the custody-right.

Alimony

Children have a right to receive alimony. It covers all of the necessities of the child , as well as the financing of the child's schooling and professional education (Ausbildung or University) The parent, that lives with the under-aged child fulfills its obligation to support the child, by caring for the child, educating it, feeding it and clothing it. The parent that doesn't live with the child must pay the alimony in cash. This alimony depends on the net income of the parent and the child's age.

Counselling for/on marriage, divorce, alimony payment and custody

Who?	What?	Contact	Languages
Frauenberatung TARA (Women counseling Tara)	For women in situations of conflict and/or violence counseling on topics such as: <ul style="list-style-type: none"> ● legal and financial advice and guidance, including legal action available within the context of the Domestic Violence Law ● on residence laws/ regulations ● on the term during which a marriage needs to exist (for setting up an independent residence right) for female migrants ● on visitation rights with joint children ● on divorce 	Ebersstr. 58 10827 Berlin Phone: 030 - 787 18 34 0 frauenberatung.tara@gmx.de	German, English, Turkish, Farsi
TIO e.V.- Treff und Informationsort für Migrantinnen (TIO e.V.- Space for meeting and information for female migrants)	Social counseling, psychosocial counseling, legal advice, information events on the following topics: <ul style="list-style-type: none"> ● domestic violence ● separation/divorce /custody ● questions on aliens law ● work, pension and unemployment ● support with (job) applications ● search for apartment 	Köpenicker Str. 9b 10997 Berlin	Turkish, German, Bulgarian, Macedonian, English, when required Arabic

	<ul style="list-style-type: none"> • health • support with dealing with public authorities and institutions • support with applications 	<p>Open counseling and legal counseling Tuesdays: 10:00 - 13:00 open counseling Thursdays 15:00 - 18:00 open legal counseling</p> <p>Counseling with appointment Mondays, Wednesdays, Thursdays, Fridays</p> <p>Phone: 030 / 612 20 50</p> <p>Telephone consultation hours: Tue, Thur 10:00 - 13:00 and 15:00 - 18:00 Fri 9:00 - 14:00 and by arrangement/as agreed upon</p> <p>E-Mail: tio-ev@gmx.de</p>	<p>Turkish, German, Bulgarian, Macedonian, English, when required Arabic</p>
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Women's Health

These organizations deal with medical topics which concern especially women and their bodies. Frequently the addresses stated below also offer psychological and social counseling (on topics such as relationships, asylum/flight etc.).

You can approach these addresses when you have questions concerning pregnancy, contraception and gynecological problems. They also offer workshops on women's health, prevention of (dealing with) violence and empowerment.

One woman* who had just given birth to twins said:

'Now I can still carry them, but who knows how long we are staying... how will I be able to carry the two of them all the way up to the 4th floor?'

Who?	What?	Contact	Languages
<p>Charité für geflüchtete Frauen: Women for Women</p> <p>(Charité for refugee women: Women for Women)</p>	<p>Workshops on women's health and access to health care in Berlin</p> <ul style="list-style-type: none"> ● Childcare during the workshops ● One-on-one conversations on individual problems ● Planning and organization of a therapy/medical treatment in hospital ● Culturally sensitive mediation of the offer and selection of healthcare professionals ● Sensitivity on topics of violence, trauma, discrimination, fear of being deported, etc. 	<p>Project coordination:</p> <p>Barbara.scheffer@charite.de</p>	<p>Interpreters for Arabic, Farsi, Russian, Serbian Tigrinya, French etc.</p>

<p>Zentrum für Familienplanung (Center for family planning)</p>	<p>Medical care for pregnant women without health insurance, counseling on the following topics:</p> <ul style="list-style-type: none"> ● contraception ● family planning ● counselling for unwanted pregnancies in accordance with § 219 ● partnership/relationship ● sexuality 	<p>Gesundheitsamt - Zentrum für Familienplanung (Public Health Department- Family Planning Center)</p> <p>Rubensstrasse 125 / Haus 30, 4. Etage; Im Auguste-Viktoria Klinikum 12157 Berlin</p> <p>Phone: 030 90 299 17 01</p>	<p>Thursdays 9-12 Arabic and Farsi</p> <p>Tuesdays 9-12 Romanian</p> <p>For Amharic and Bulgarian please contact via phone in advance</p>
<p>Zentrum für sexuelle Gesundheit und Familienplanung (Center for sexual health and family planning)</p>	<ul style="list-style-type: none"> ● gynaecological examination and counseling ● counseling during pregnancy ● counseling for unwanted pregnancies in accordance with § 219 pp. StGB ● Socio- pedagogical counseling and connecting with assistance for expecting mothers and fathers (if requested anonymously) 	<p>Bezirksamt Friedrichshain - Kreuzberg</p> <p>Gesundheitsamt - Zentrum für sexuelle Gesundheit und Familienplanung</p> <p>(Center for sexual health and family planning)</p>	<p>Mondays 13:00 - 16:00 for Bulgarian, Romanian, Turkish and Hungarian,</p>

	<ul style="list-style-type: none"> ● Applications to the foundation „Hilfe für die Familie“ (Family aid) ● Medical counseling and examination for pregnant women WITHOUT health insurance with determination/ declaration of pregnancy and issuing the maternal log ● Cost absorption for contraceptives ● Anonymous HIV test/ testing for STDs 	<p>Urbanstr. 24 10967 Berlin</p> <p>To arrange an appointment it is inevitable to call Phone: (030) 90298-8363.</p>	<p>Tuesdays: 9:00 - 12:00 for Thai, Bulgarian, Romanian Turkish, Arabic</p> <p>Thursdays: 13:30 - 17:30 for Bulgarian Turkish, Arabic</p> <p>Fridays: 9:00 - 12:00 for Turkish, Arabic</p>
<p>Familienzentrum Balance</p>	<p>Counseling and attendance with:</p> <ul style="list-style-type: none"> ● pregnancy ● childbed ● lactation ● birth control ● partnership ● education and family ● sexuality 	<p>Mauritiuskirchstraße 3 10365 Berlin Lichtenberg</p> <p>Phone: 30 / 236 236 80</p> <p>Email: balance@fpz-berlin.de</p>	<p>Language mediators are possible</p>

<p>Hilfetelefon “Schwanger und viele Fragen- Geburt vertraulich ” (confidential telephone help-line for questions about pregnancy and birth)</p>	<p>Confidential and secure online counseling and on the telephone concerning the topics of pregnancy and giving birth. The transfer to face to face counseling is possible. Free and 24/7. They enable contact to a pregnancy counseling without giving your name. With a counselor in your proximity you can discuss everything at ease. If you want it can be anonymous and absolutely confidential.</p>	<p>Phone: 0800 40 40 020</p> <p>https://www.geburt-vertraulich.de/online-beratung/</p>	<p>Turkish, Kurdish, Russian, French, English, Spanish, Portuguese, Italian, Polish, Serbo-Croatian, Bulgarian, Chinese, Rumanian, Arabic, Albanian, Persian and Vietnamese</p>
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Chronic diseases and disabilities

“I have asthma. I have difficulties breathing and my daughters are constantly sick due to the bad air in the refugee camp [...].”

Verena from Albania, who recently had a leg operation, recounted her experiences:

‘The men like going faster than us. [...] They are going from the window from container. So they go there before us and the security say: ‘You, you, you – go inside. Ten people, ok.’ The others wait. We go to the next and I say ‘I am sick and this woman has children.’ [...] It was raining and this, snowing. And we are outside. And they say: ‘[...] You have to go in the end of the people [to the end of the line].’ [...] We go in the end with these women, five or six women with children and me. All others are men. [...] We wait [...] more than one hour outside. My body was very cold. And my leg was shaking because it was very cold. And the men when they get inside, I was the last one.’*

Women in the asylum process who have chronic diseases and/or disabilities have the right to specific support. They can get a certificate for special need of protection with which they are entitled to additional services and accommodation that is aligned with their needs. People with severe physical diseases, psychological diseases, disabilities, older people, (unaccompanied) minors, pregnant persons, single parents, victims of human trafficking and people who have endured severe psychic, physical or sexual violence like for example female genital mutilation.

Some of the information centers listed below issue the certificate for “special need of protection”. But they also offer counseling concerning different problems like care, assistance and shared apartments, attendance throughout the asylum process and everyday life, support with the application for severe disability and counseling concerning the entitlement to public services, support by social workers and attendance throughout the implementation of the social law and many more.

<p>Berliner Zentrum Selbstbestimmtes Leben behinderter Menschen e.V.</p> <p>(Berlin Center for a self-determined life of/ for disabled people)</p>	<p>Special department for disabled refugees, for refugees with chronic diseases and/or traumatization and/or elderly refugees</p> <ul style="list-style-type: none"> ● psychosocial counseling ● certificate for special need of protection due to disability and/or traumatization ● assistance of social workers with implementation of social law entitlements ● support with applications for severe disability and impairment specific concerns ● crisis intervention ● dealing with stressful situations ● establishing future prospects 	<p>BZSL e.V. Gustav-Adolf-Str. 130 13086 Berlin</p> <p>Phone.: 44 32 74 15</p> <p>E-Mail: eva.gebel@bzsl.de or beratung@bzsl.de</p> <p>Internet: http://www.bzsl.de/bns.html</p>	<p>Possibility of counseling in several languages, in order to make an</p>
<p>Mina – Leben in Vielfalt e. V. <i>Beratung speziell für Geflüchtete im Nachbarschaftsheim Schöneberg:</i></p>	<p>Families with disabled children or disabled relatives with migration background receive support and counseling here, and are also offered self-help groups and family self-help groups, support of young people with disabilities regarding independency and a self-determined life, assistance with applications, establishing and</p>	<p>Nachbarschaftsheim Schöneberg Holsteinische Str. 30, 12161 Berlin</p> <p>Counseling hours in Nachbarschaftsheim Schöneberg:</p>	<p>Turkish, Arabic, German</p>

<p><i>(Counseling especially for refugees in neighborhood center Schöneberg)</i></p>	<p>managing of apartment sharing communities in accordance with support requirements</p>	<p>Wednesdays 9:00 – 12:00 Thursdays 15:00– 17:00 Legal Counseling every 4th Monday of the month 16:00 – 18:00</p> <p>Phone: 030 25 79 69 59 Email: info@mina-berlin.de Internet:: www.mina-berlin.de/</p>	
<p>Gesundheitslotsen (Health Care Guides)</p>	<p>For refugee children and adolescents with chronic diseases with:</p> <ul style="list-style-type: none"> ● diabetes mellitus, ● neurodermatitis, ● bronchial asthma ● metabolic diseases and cardiac diseases ● determination of the need for psychosocial support ● assistance for families and ● connecting with assistants on-site and within the care system 	<p>Fechnerstraße 18 10717 Berlin</p> <p>Phone: 030 863 96 924</p> <p>E-Mail: gesundheitslotsen@kompaxx.de</p> <p>Internet: http://kompaxx.de/index.php?id=gesundheitslotsen</p>	<p>German, English and if requested other language mediators will be brought in/ consulted</p>

<p>InterAktiv e. V.</p>	<p>Individual counseling, establishing and maintenance of self-help groups, advocacy and representation of interest of disabled people with migration story, collaboration and connecting with sponsoring parties, initiatives, educational, residential, occupational and recreational offers</p>	<p>Wilhelmshavener Str. 32 10551 Berlin</p> <p>Phone: 030 490 88 494 E-Mail: info@interaktiv-berlin.de</p> <p>To make an appointment it is necessary to call</p>	<p>Counseling in Arabic, Turkish, Farsi, Kurdish, Russian, English</p>
<p>Lebenshilfe Berlin Interkulturelle Beratungsstelle Neukölln</p> <p>(„Lebenshilfe“ counseling Berlin Intercultural counseling center Neukölln)</p>	<ul style="list-style-type: none"> ● counseling and information on the topics of disability, pass for severely disabled ● on benefits for people with a special need for care ● support for/in family, day care center/nursery, school and adult education ● forms of assisted living ● accompanying visits to authorities ● contact point for exchanging information and experiences for all age groups and life phases ● pedagogical care according to §§ 53,54 SGB XII (assisted living) 	<p>Briesestraße 1 12053 Berlin</p> <p>Opening hours: Mon, Tue and Thur: 10:00-18:00 Wed and Fri: 10:00- 15:00</p> <p>Phone: 030. 53 67 00 - 72</p> <p>interkulturelle.beratung@lebenshilfe-berlin.de</p>	<p>Turkish, Arabic, English, Polish and Spanish</p>

Discrimination

'[My father] was once in a place in the east [Marzahn] with lots of Nazis, with [my] mother, they were looking for an apartment. [My] mom wore a headscarf and they were asking 'What's that?' The neighbors were saying: 'It isn't good for you to be here.'

Institutional and structural violence is part of society's structure. This might be racist and sexist violence in daily life, when searching for a flat, during vocational training, in jurisdiction etc. Here this means **discrimination**.

We speak of discrimination when people are treated worse than others or their human dignity is harmed due to fundamental characteristics. These characteristics can be e.g. descent/origin, skin color, language or sexual orientation, but also age, gender, religion or physical and mental abilities.

Discrimination is illegal in Germany. Likewise, authorities and police may not discriminate!

If you have the feeling you were treated unjustly you can contact an anti-discrimination office. There you are offered counseling and your rights are explained to you. There are different possibilities to proceed against discrimination. For instance, you can file a complaint, press charges or document your experiences. The anti-discrimination office will not take any measures without your consent.

An Exercise: I walk around in a room. „Where do I feel discrimination in my body? I sense how it feels. When I focus on the feeling, what is it that I want, what do I want to change? I stop and state the wish loudly.”

Counseling offices for racist assaults and/or discrimination

Who ?	What?	Contact	Languag.
<p>ADNB des TBB - Antidiskriminierungsnetzwerk Berlin des Türkischen Bund in Berlin-Brandenburg</p> <p>(Antidiscrimination Network Berlin of the Turkish Alliance in Berlin-Brandenburg)</p>	<p>Independent counseling office primarily for people living in Berlin who experience racism and discrimination (people of color, black people, muslims, rom*ani, sinte, jews, people with migration story, flight experience and/or others</p> <ul style="list-style-type: none"> ● free information and counseling session ● legal counseling and assistance with trials according to §23 AGG ● accompanying to conversations and making contact with the discriminatory party 	<p>Tempelhofer Ufer 21 10963 Berlin</p> <p>Tuesdays:15:00-17:00 Thursday:10:00-12:00 and by telephone agreement</p> <p>Phone: (030) 61 30 53 28</p> <p>E-Mail: adnb@tbb-berlin.de</p> <p>Internet: www.adnb.de</p>	<p>German, English, Turkish, Hebrew, French</p>
<p>ReachOut – Opferberatung und Bildung gegen Rechtsextremismu, Rassismus und Antisemitismus von ARIBA e.V</p>	<p>ReachOut is a counseling office for victims of right-wing extremist, racist and antisemitic violence in Berlin.</p> <ul style="list-style-type: none"> ● Counseling and emotional support ● Decision guidance for taking the next steps and explaining of legal options 	<p>Oranienstraße 159, 10969 Berlin</p> <p>Daily: 10:00-14:00 and by agreement</p> <p>Phone: (030) 695 68 339</p>	<p>Turkish, German</p>

<p>ReachOut- Victim Counseling and Education to counter right wing extremism, antisemitism by ARIBA e.V.</p>	<ul style="list-style-type: none"> ● Support with searching for a lawyer ● Accompanying to appointments with the police, offices, court sessions, doctors etc. ● Preparation and post processing of court trials, ● counseling for financial support (legal aid, compensation payments, etc.) ● psychosocial counseling ● connecting with therapeutic offers, counseling services e.g. in case of problems with residence law 	<p>Email: info@reachoutberlin.de</p>	
<p>Opferhilfe Berlin e.V. (Victim Aid Berlin e.V.)</p>	<p>The association “Opferhilfe- Hilfe für Opfer von Straftaten in Berlin e.V.” offers advice and support to victims as well as witnesses of crimes and their families in Berlin. They provide assistance in response to every offence and to people of any age, gender and background. They can help immediately after an incident, or months or years down the line – at no charge and in complete confidentiality.</p>	<p>Oldenburger Straße 38, 10551 Berlin</p> <p>Monday to Friday: 10:00 -13:00 Tuesday and Thursday: 15:00- 18:00</p> <p>Phone: (030) 395 28 67 / 395 97 59 Email info@opferhilfe-berlin.de</p>	<p>German, Turkish, English</p>

<p>Amaro Foro e.V.</p>	<p>Self- organization of and counseling for Rom*ani from south east Europe They offer free counseling on different topics such as:</p> <ul style="list-style-type: none"> ● health and health insurance ● housing shortage and housing conditions ● guidance for employment and access to the job market ● questions on residence law (especially right of free movement) ● education and school attendance ● financial distress 	<p>Kaiser-Friedrich-Straße 19, 10585 Berlin (U-Bhf Bismarckstraße, U2;U7)</p> <p>Phone: 030- 610811020 030- 610811021 030- 610811022</p> <p>Email: anlaufstelle@amaroforo.de</p>	<p>Bulgarian: Mon 09-16 Tue 09-14 Wed 12-18 Thur 09-14</p> <p>Romany: Mon 09-16 Thur 09-16</p> <p>Romanian: Mon 09-16 Wed 12-18 Thur 09-16</p>
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<p>südost Europa Kultur e.V.</p> <p>(southeast Europe Culture e.V.)</p>	<p>Contact point and counseling office for refugees from south east Europe</p> <ul style="list-style-type: none"> • support offers for coping with everyday life • therapeutic and language mediated assistance and counseling in cases of contact with authorities, health problems, violence within family/domestic violence or coping with traumatization 	<p>südost Europa Kultur e.V. Großbeerenstr.88 10963 Berlin-Kreuzberg</p> <p>Opening hours: Mon. – Fri. 9.00 – 17.00</p> <p>Phone: 030 253 77 99 – 0</p>	<p>Bosnian, Croatian, Serbian, Albanian</p> <p>Social counseling (bosn./croat./ serb.) Thursdays 9-17</p> <p>Phone: 030 253779911 Email: ljubina. krnjajic- diessner@ suedost-ev</p> <p>social counseling (albanian) Tuesdays 9-17 Uhr, Adije Djafoli</p>
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<p>Albunivers, Albanischer Kulturverein, Migrations- und Integrations- zentrum e.V</p> <p>(Albanian Cultural Association, Migration- and Integration Center e.V.)</p>	<ul style="list-style-type: none"> ● Promotion of Albanian culture ● Counseling of parents and adolescents 	<p>Email: alb.univers@hotmail.de</p> <p>https://albuniversberlin.wordpress.com</p>	<p>Albanian</p>
<p>Verein Iranischer Flüchtlinge</p> <p>(Association of Iranian refugees)</p>	<p>The offer addresses also people who are not from Iran but who speak Farsi</p> <ul style="list-style-type: none"> ● Counseling on the asylum procedure ● Support with the search for lawyers and the translation of documents ● Counseling and care for women, adolescents and families 	<p>Reuterstr. 52 12047 Berlin Germany</p> <p>Mon.: 11.00 – 14.00 Tue and Wed 10.00 – 13.00 Thu.: 13:00 – 15:00</p> <p>Phone: +49 (30) 62 98 15 30</p> <p>Email: VereinIranischer Fluechtlinge@gmx.de</p>	<p>German, English, Farsi</p>

<p>LesMigraS</p>	<p>Antidiscrimination and Antiviolence work area of the Lesbenberatung Berlin e.V.</p> <ul style="list-style-type: none"> • For lesbian, bisexual women*, inter* and trans* belonging to different social, religious and cultural groups • Offers to connect for migrant/ black lesbians, bisexual women*, trans* and inter* and people of color • Personal counseling or over the telephone • Counseling on experiences with discrimination and on the possible application of the General Act on Equal Treatment (AGG) • Counseling on violence in lesbian, trans* and inter* relationships • Free legal counseling with lawyer Barbara Wessel on asylum law, residence law, binational couples 	<p>LesMigraS Kulmer Str. 20a 10783 Berlin</p> <p>Opening hours: Mondays 14-17 Tuesdays 10-16 Wednesdays 14-17 Thursdays 15-18.30 Fridays 14-17</p> <p>Phone: 030 - 21 91 50 90</p> <p>Email: info@lesmigras.de</p> <p>The premises are wheelchair- accessible and there is an elevator.</p>	<p>Personal counseling and counseling by telephone in English, Persian, Dutch, Turkish or German.</p> <p>For further languages: language mediators</p> <p>Counseling with interpretation in German sign language.</p>
<p>MILES - Zentrum für Migranten, Lesben, Schwule (MILES- Center for migrants, lesbians, gays)</p>	<p>Counseling and self-help advice for lesbian and gay migrants, especially including refugees</p> <ul style="list-style-type: none"> • Counseling on the asylum procedure for homosexual and transgender refugees e.g. 	<p>Kleiststraße 35 10787 Berlin</p> <p>For a counseling appointment please contact them before via</p>	<p>During the appointment language mediation for Arabic, Kurmanji,</p>

	<p>preparation for the hearing of the asylum application</p> <ul style="list-style-type: none"> • Counseling and support with experiences of violence • Awareness training for multipliers 	<p>phone or mail:</p> <p>Phone: 030 22 50 22 15</p> <p>Mail: berlin@lsvd.de</p>	<p>French, Farsi, Russian</p> <p>for Albanian, it is necessary to contact them before to book an interpreter</p>
<p>Glad e.V.</p>	<p>Independent self- organization of black lesbians and lesbians of colour, gays, bisexuals, queer and trans* people (LSBT*T*QI*) and people with a migration story</p> <ul style="list-style-type: none"> • against any form of discrimination • psychosocial initial consultation on the topic of Coming Out, family, addiction, health, violence, discrimination, residence law, partnership, change of name, assisted living, visits to the authorities and help with documents • connecting with doctors, lawyers, psychological professionals who 	<p>Koloniestraße 116 13359 Berlin</p> <p>office, visiting- and initial consultation hours: Tuesdays 12-18 Thursdays 12-18 Basement, not wheelchair-accessible</p> <p>Oranienstr. 34 10999 Berlin Kreuzberg (in the premises of the MRBB)</p>	<p>Current languages in the office:</p> <p>German, Arabic, Turkish, English, French</p> <p>Further languages available on request!</p>

	<p>are not racist or homophobic and stand by you, in German or many other languages</p> <ul style="list-style-type: none"> • accompanying to doctors, authorities and (administrative) offices • support with filling in forms 	<p>open wheelchair-accessible visiting hours - initial consultation Mondays 10 - 16</p> <p>Email: Beratungsanfragenberatung@gladt.de Other requests: info@gladt.de</p>	
<p>Schwulenberatung Berlin (Gays' Counseling Berlin)</p>	<p>Contact point for LGBTI* refugees/ emergency and communal accommodation for LGBTI* refugees Berlin- Treptow</p> <ul style="list-style-type: none"> • psychological counseling • counseling on migration and the asylum procedure • individual support to find adequate social, legal, medical, psychotherapeutic help/support, to file an application etc. 	<p>Wilhelmstraße 115, 10963 Berlin-Kreuzberg</p> <p>every Tuesday and Friday 14-18 Phone: 030-44 66 88 0</p> <p>Appointments apart from these hours only with prior agreement via email refugees@sbberlin.info</p> <p>further email: refugees@schwulenberatungberlin.de</p> <p>www.schwulenberatungberlin.de/wir-helfen/queere-fluechtlinge</p>	<p>For language mediation please contact before</p>

Political groups and self-organizations of migrants and refugees

For us empowerment means: Self-empowerment by embracing our rights and strengthening solidarity, fighting for our rights together, fighting against discrimination, racism, sexism, homophobia and trans*phobia. Empowerment means sticking together and finding solutions for problems together, making problems public and standing up for change. Empowerment means listening and getting loud, being strong together and making the world a bit better. Empowerment means strengthening yourself and others. In the following table you can find self-organizations of migrants and refugees.

Who?	What?	Contact	Languages
Lager Mobi Netzwerk (Lager Mobi Network)	Support of political protests against the accommodation of refugees in camps, connecting and supporting people who are living in refugee camps	Contact via Facebook Lager Mobilisation network Berlin or @LagerMobiBerlin http://LMNB.oplatz.net	German, English, for translation to Arabic, Farsi, Spanish, French please contact before
International Womenspace e.V.	Self-organization of migrant and refugee women and women without migration- or flight experience They fight against racism, sexism and other intersecting power structures, are active in empowerment and public relations.	Every Monday open meeting from 15-18 in Müßiggang, Oranienstraße 14a, 10999 Berlin Phone: +49 152 1485 5720 Email: internationalwomenspace@riseup.net	The meetings are held in English but depending on who is present in the meetings other languages are spoken such as German, Portuguese, Spanish, Turkish, French

<p>Women in Exile & Friends e.V.</p>	<ul style="list-style-type: none"> ● feminist self-organization of refugee women and friends ● supporting and finding refugee women ● political protest against the accommodation in refugee camps/accommodations ● against racism and sexism and any other form of discrimination ● empowerment workshops and public relations on refugee needs/demands 	<p>Monthly meeting of Women in Exile for refugee women* every first Saturday of the month at 13:00, in Heilpraktikschule, Bethanien-Südflügel, Mariannenplatz 2a, 10997 Berlin</p> <p>Phone: 0331 24348233 Mail: info@women-in-exile.net</p> <p>Office: Rudolf-Breitscheid-Straße 164, 14482 Potsdam</p>	<p>English, French, German</p>
<p>trixiewiz e.V.</p>	<p>Migrant (self) organization which offers political education, anti-discriminatory and anti-racist work, emancipation projects which are critical of hegemony. Additionally, empowerment trainings and counseling for migrants and refugees, especially for women* and people with a special need for protection.</p>	<p>Bernkastelerstr. 78 13088 Berlin- Weißensee (M4 Buschallee, M12/Bus 255 Berliner Allee/ Rennbahnstr.)</p> <p>Phone:030 - 55 57 15 29 Email: trixiewiz@gmail.com</p> <p>www.trixiewiz.de</p>	<p>German, English, French, Italien, Arabic, Farsi (other languages according to projects or requests)</p>

<p>DestDan e.V. Mitglied des (member of) NAV-DEM Berlin e.V.</p>	<p>Kurdish womens' council, in solidarity with womens' movements and womens' organizations fighting for the rights of Kurdish women</p>	<p>Residenzstr. 54, 13409, Berlin U 8 , Franz-Neumann-Platz</p> <p>Email: destdanev@hotmail.de</p>	<p>Kurdish, German</p>
<p>Migrationsrat Berlin Brandenburg e.V.</p> <p>(Migration council Berlin Brandenburg e.V.)</p>	<p>Umbrella organization of over 70 migrant self-organizations→ they can connect with 76 different projects, many of them appear in this brochure</p> <ul style="list-style-type: none"> • representative of the interests of different demographic groups in Berlin and Brandenburg • are in favor of complete legal, social and political equality and participation of migrants, their descendants and other people of color • for these goals they offer different projects and counseling services and can establish contact to these 	<p>Migrationsrat Berlin-Brandenburg e.V. Oranienstr. 34 10999 Berlin</p> <p>U1, U8, (U Kottbusser Tor) Bus M29 (Adalbertstr./Oranienstr.)</p> <p>Counseling: Tel: 030 - 60031139</p> <p>Branch Office: Tel: 030 - 61658755</p> <p>Email: info@mrbb.de</p>	<p>Depending on the respective project different languages are offered, contact to many projects and initiatives with different languages.</p> <p>Initial counseling in German, Turkish, Farsi, English, French</p>

<p>Flüchtlingsrat Berlin e.V.</p> <p>(Refugee Council Berlin e.V.)</p>	<p>The Flüchtlingsrat Berlin <u>is not a counseling center</u> but offers initial counseling and connection with other services/organizations/institutions for refugees of all countries of origin via telephone</p> <ul style="list-style-type: none"> ● coordination of refugee work ● personal support of refugees in emergency cases and in conflicts with authorities ● Connecting people with organizations, counseling centers, refugee self-help groups, initiatives and dedicated individuals ● In favor of the improvement of living conditions for refugees and the preservation of their human dignity ● Goals: Protection of the right for asylum and refugee protection as well as removal of state discriminations 	<p>Flüchtlingsrat Berlin e.V. Greifswalder Str. 4 10405 Berlin</p> <p>To contact it is best to call or send an email:</p> <p>buero@fluechtlingsrat-berlin.de</p> <p>www.fluechtlingsrat-berlin.de</p> <p>Phone: 030 22476311</p> <p>Telephone consultation hours:</p> <p>Mon: 10-13 Tue: 10-13 and 14-16 Wed: 10-13 Fri: 10-13</p>	<p>Language mediators</p>
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About the Projekt

The idea for this brochure comes from a project that studied the situation of women living in refugee camps in Berlin. The project took place in 2015/2016 and was a cooperation between students and teachers at the Institute of Social and Cultural Anthropology of the Free University in Berlin and the group "International Women Space". During this project, experiences demands and needs of women in camps were collected and published in the book "Living in Refugee Camps in Berlin- Women's Perspectives and Experiences". As this was accessible mostly to an English-speaking and academic public and did not benefit primarily those women whose stories and experiences were essential for the creation of the book, we decided to create this brochure. Apart from the experiences narrated by the women who were part of the first project, this brochure was shaped by the experiences that Trixiewiz e.V. made during their empowerment-trainings in different refugee camps in Berlin. We hope that this brochure can give something back to those women who were involved in creating the first project.

This brochure was created in cooperation with Trixiewiz e.V., International Womenspace e.V. and with funding from Aktionsfond IKMO, Frei-Zeit-Haus e.V and Bundesprogramm Demokratie Leben! aims to go beyond the documentation of problems by giving an overview of helpful organizations and empowering options to deal with common problems. This brochure is the result of a collaboration between students, migrant organizations and women with experiences of flight and/or migration. It would not have been possible to realize this project without the help, insight and expertise of those women who live or have lived in refugee camps in Berlin. A big thank you to all those who volunteered to help us, especially these strong women who carried this project with their voluntary work and their experiences: : Farideh Zebarjad, Isana Shahinas, Asal Akhavan, Lamia Baddour, Mihriban Bayram, Schirin Aschkari, Vesa Hajderaj, Simonetta Pulimeno, Katharina Epstude, Mara Erlenmaier, Teresita Cannella, students, Narin.

Gefördert im Rahmen d
Kooperationsprojektes



Interkulturelles Kompetenzzentrum |
Migrant*innenorganisationen Berlin

Dieses Projekt wird aus Mitteln des Asyl-,
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Europäische Union



Gefördert vom



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im Rahmen des Bundesprogramms

Demokratie **leben!**



Frei-Zeit-Haus e. V.
Nachbarschaftshaus & Selbsthilfetreff

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